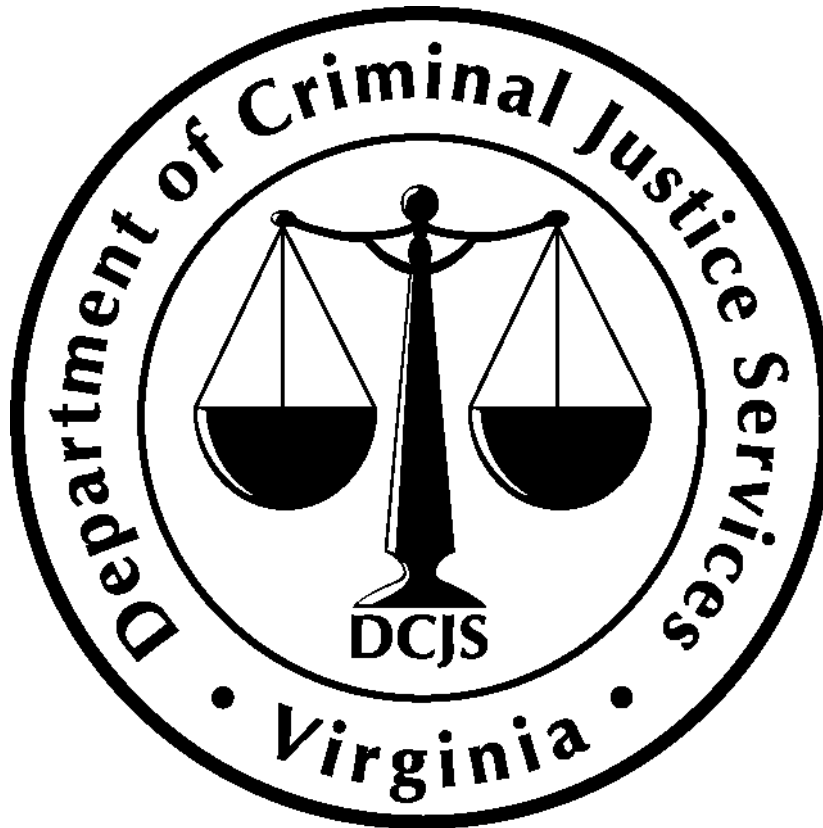


November 05, 2003



## **PRIVATE SECURITY SERVICES**

# Compliance Agent Resource Manual

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## COMMONWEALTH OF VIRGINIA

### *Department of Criminal Justice Services*

Dear Compliance Agent:

First and foremost, welcome to Entry-Level Compliance Agent Training. "Our mission is to provide operational and support services to promote and enhance public safety in the Commonwealth through education, standards, forensic laboratory services, grant funding, information, programs, and technical assistance."

The Criminal Justice Services Board and the DCJS Private Security Services Section has the responsibility of regulating private security services in the Commonwealth of Virginia. Our mission is ***"To secure the public safety and welfare against incompetent, unqualified, unscrupulous, or unfit persons engaging in the activities of private security services."*** The regulatory program requires everyone to undergo a criminal history check and receives some type of training. (E.S.E. excluded from training requirement)

The Private Security Services Section is divided into two main sections, licensing and enforcement. The licensing section oversees the licensing of businesses, the registration and certification of individuals and the certifications of training schools and instructors. The enforcement section conducts compliance inspections and investigations and handles the adjudication of complaints.

Compliance Agent Entry Level Training is designed to familiarize the new compliance agent with the terminology used and, more importantly, how to navigate through the Code of Virginia and the Regulations which govern private security in Virginia. This training manual is yours to keep. As changes are made, updated information will be available so that you can keep this resource manual current.

The Private Security Services staff values the role a compliance agent plays. The compliance agent is the bridge between DCJS and the industry. As always, we will make every effort to provide you with up to date information and technical support to assist you in the demanding position you fill.

We appreciate your effort in maintaining compliance and look forward to working with you in the future.

Sincerely,

A handwritten signature in cursive script that reads "Lisa R. Hahn".

Lisa R. Hahn

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## Private Security Services Staff

**Lisa Hahn, Interim Section Chief** [lhahn@dcjs.state.va.us](mailto:lhahn@dcjs.state.va.us) Ms. Hahn evaluates, develops and implements programs policies and services to enhance the private security program. She is responsible for legislation, regulatory and fiscal matters for the section. Additionally, she is the hearing officer for all administrative cases. Lisa is also the past President of a international association called CLEAR (The Council on Licensing, Enforcement and Regulation).

### Compliance and Training

**Burt Walker, Assistant Section Chief** [bwalker@dcjs.state.va.us](mailto:bwalker@dcjs.state.va.us) Burt has assumed the duties of Assistant Section Chief. He oversees the day to day operations of the section. He coordinates the compliance and training sections. He also provides technical assistance to individuals, businesses and training schools on the requirements of Virginia law and regulations. Burt coordinates all entry level and in service compliance agent training, oversees all instructor entry level, in service training and development of new training programs.

**Ellie Culbertson, Compliance Intake Specialist** [eculbertson@dcjs.state.va.us](mailto:eculbertson@dcjs.state.va.us) Ellie provides administrative assistance to the Assistant Section Chief regarding compliance matters.

**Jennifer (Jennie) McLamb, Training Specialist** [jmclamb@dcjs.state.va.us](mailto:jmclamb@dcjs.state.va.us) Jennifer (Jennie) provides administrative assistance to the Assistant Section Chief regarding training matters. She assists in all areas of training administration including the processing of Instructor Applications and Renewals, and Waiver Applications. Jennie assists in the planning and coordination of all training activities including Compliance Agent Entry and In-Service Training and Instructor Training.

**Robert Hood, Agent Investigator** [rhood@dcjs.state.va.us](mailto:rhood@dcjs.state.va.us) Robert is one of the section's Agent Investigators who conduct investigations and audits of practitioners in the private security industry. He also provides technical assistance to individuals, businesses and training schools on the requirements of Virginia law and regulations. Robert will conduct much of the Department's field training assignments.

**Robert F. Tortolani, Agent Investigator** [rtortolani@dcjs.state.va.us](mailto:rtortolani@dcjs.state.va.us) Robert is one of the section's Agent Investigators who conduct investigations and audits of practitioners in the private security industry. He also provides technical assistance to individuals, businesses and training schools on the requirements of Virginia law and regulations.

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## Regulatory Programs/Customer Service

**Ellen B. Spain, Regulatory Programs Coordinator** [espain@dcjs.state.va.us](mailto:espain@dcjs.state.va.us) Ellen will develop the Special Conservator of the Peace Program and any additional programs private security services is assigned to regulate in the future. This will include the development of Rules and Regulations and Training Curriculum. Her duties will include becoming the liaison between the Virginia Judiciary System and DCJS. She also supervises the customer service section.

**Monica Cooks, Customer Service Specialist** [mcooks@dcjs.state.va.us](mailto:mcooks@dcjs.state.va.us) Monica provides professional customer service to the private security industry by: providing technical assistance via telephone communication, mailing information/forms/etc. requested by the industry. Additionally mailing approved credentials and renewal notifications and providing administrative support as needed.

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## Licensing and Registration

**Lisa McGee, Licensing & Registration Coordinator** [lmcgee@dcjs.state.va.us](mailto:lmcgee@dcjs.state.va.us) Lisa specializes in the licensing of all private security services businesses, certification of training schools and individual registrations. She coordinates and manages the activities of the support staff of the section and assists with compliance agent training.

**Claudette Ellett, Criminal History Specialist** [cellett@dcjs.state.va.us](mailto:cellett@dcjs.state.va.us) Claudette is responsible for reviewing and processing criminal histories to and from the State Police and the Federal Bureau of Investigation. She corresponds with the applicant and updates her tracking system.

**Veronica Reeves, Fingerprint Assistant** [vreeves@dcjs.state.va.us](mailto:vreeves@dcjs.state.va.us) Veronica is responsible for reviewing and processing fingerprint cards and provides assistance to the Criminal History Specialist and Fiscal Specialists.

**Margaret Isler, Fiscal Specialist** [misler@dcjs.state.va.us](mailto:misler@dcjs.state.va.us) Margaret specializes in the fiscal processing of all applications received by the section. As such, she is responsible for recording and accounting of applications and the associated payment, reconciliation of entries and distributing applications to staff for continued processing.

**Marilyn Reed, Fiscal Specialist** [mreed@dcjs.state.va.us](mailto:mreed@dcjs.state.va.us) Marilyn specializes in the fiscal processing of all applications received by the section. As such, she is responsible for recording and accounting of applications and the associated payment, reconciliation of entries and distributing applications to staff for continued processing.

**Jannard (Jay) Nunnally, Administrative Support Assistant** [jnunnally@dcjs.state.va.us](mailto:jnunnally@dcjs.state.va.us) Jay is with the license section and maintains the filing systems for the regulatory population, which includes all documents that are necessary to become licensed, registered or certified. Jay also assists the enforcement section with clerical support. 1-3

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November 05, 2003

**Governor Warner Announces New Private Security Initiative Aimed at Safer  
Workplaces and Public Venues**

**— *Private security industry is often the ‘front line’ against terrorist activity or crime* —**

**RICHMOND** — Governor Mark R. Warner announced today a new program called the Private Crime Prevention Practitioner (PCPP) certification program. The PCPP program will train and certify professionals in the private security industry in the area of crime prevention and homeland security. This unique program will be kicked off during this week’s Private Security Services Conference held in Virginia Beach.

“Since the terrorist attacks on 9/11, Virginians have been increasingly concerned about their safety in the workplace,” said Governor Warner. “This new initiative will make the Commonwealth of Virginia a national leader in putting more specially trained ‘eyes and ears’ in venues served by the private security industry to detect and prevent crime, and potentially, terrorist activities.”

The [Department of Criminal Justice Services](#) consulted with private security industry professionals and law enforcement crime prevention specialists in the design of PCPP. Research showed that more and more businesses and corporations were hiring an increasing number of private security professionals to make workers safer in the workplace.

“Many people don’t stop to realize that private security professionals in our business places, our public gathering sites, and our corporate environments are truly first responders to every conceivable calamity from crimes to natural disasters,” said Leonard Cooke, Director of DCJS. “We are excited to partner with this valuable industry on this project to keep Virginia safe.”

The PCPP program is modeled after the successful DCJS Crime Prevention Specialist program for law enforcement officers. It will produce a better trained and qualified private security workforce that will act in conjunction with law enforcement officers and other first responders to both prevent crime and to mitigate its impact in Virginia’s retail, corporate and public places.

The requirements for the PCPP program involve both training and experience. DCJS will administer and operate the program. Certification will be awarded based on successful completion of 48 hours of crime prevention and instructor training; a national fingerprint-based criminal history records check; and at least one year of experience in the private security field.

Governor Warner issued a proclamation recognizing October 6 -10, 2003 as Private Security Services Week in Virginia. [The proclamation and detailed information about the PCPP program can be found on the DCJS Private Security Services’ home page.](#)

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Governor of Virginia - Mark R. Warner  
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